

| L Number | Hits | Search Text | DB | Time stamp |
|----------|---------|---|---|------------------|
| - | 2 | ("6408277").PN. | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:13 |
| - | 1 | ("6647378").PN. | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/18 20:25 |
| - | 2 | ("6327583").PN. | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/18 20:26 |
| - | 0 | ("6286012,6363383,6076082").PN. | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/18 20:28 |
| - | 6 | (6286012, 6363383, "6076082").pn. | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/18 20:36 |
| - | 8 | (5565915, 5448502, 5220496, "5109275").pn. | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/18 20:48 |
| - | 13 | (5048100, 5226092, 5446891, 5535382, 5619709, 5692176, 5724567, 5802504, 5832465, 5855015, 5907841, 6064971, "6067535").pn. | USPAT | 2003/12/22 18:25 |
| - | 2257835 | system.ti. | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:14 |
| - | 55313 | system.ti. and electronic.ti. | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:14 |
| - | 2722 | (system.ti. and electronic.ti.) and communication.ti. | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:14 |
| - | 92 | ((system.ti. and electronic.ti.) and communication.ti.) and management.ti. | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:53 |
| - | 1 | ((((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and (knowledge adj base) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:25 |

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| - | 0 | ((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and (model\$3 adj engine) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:25 |
| - | 0 | ((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and (feedback adj module) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:25 |
| - | 4 | ((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and config\$4 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:26 |
| - | 0 | ((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and (contact adj center) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:25 |
| - | 1 | ((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and (knowledge same base) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:25 |
| - | 0 | ((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and (model\$3 same engine) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:25 |
| - | 0 | ((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and (feedback same module) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:25 |
| - | 7 | ((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and center | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:26 |
| - | 3 | ((system.ti. and electronic.ti.) and communication.ti.) and management.ti.) and analy\$2 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:34 |
| - | 375980 | electronic.ti. | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:53 |
| - | 7308 | electronic.ti. and communication.ti. | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:53 |
| - | 5 | ((electronic.ti. and communication.ti.) and management.ti.) and config\$4 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 16:21 |

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| - | 13 | ((electronic.ti. and communication.ti.) and management.ti.) and model\$3 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:56 |
| - | 15 | ((electronic.ti. and communication.ti.) and management.ti.) and center | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:56 |
| - | 161 | (electronic.ti. and communication.ti.) and management.ti. | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:59 |
| - | 3 | ((electronic.ti. and communication.ti.) and management.ti.) and feedback | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 15:59 |
| - | 10 | (5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn. | USPAT | 2003/12/22 18:23 |
| - | 1 | ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and config\$5 | USPAT | 2003/12/21 16:29 |
| - | 3 | ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and center | USPAT | 2003/12/21 16:33 |
| - | 4 | ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and model\$3 | USPAT | 2003/12/21 16:37 |
| - | 2 | ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and engine | USPAT | 2003/12/21 16:40 |
| - | 0 | ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and (model\$3 adj engine) | USPAT | 2003/12/21 16:37 |
| - | 0 | ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and (model\$3 same engine) | USPAT | 2003/12/21 16:37 |
| - | 8 | ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and analy\$3 | USPAT | 2003/12/21 16:37 |
| - | 1 | ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and (knowledge same base) | USPAT | 2003/12/21 16:40 |
| - | 1 | ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and feedback | USPAT | 2003/12/21 16:40 |
| - | 0 | ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and adaptive | USPAT | 2003/12/21 16:41 |
| - | 2 | ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and contact | USPAT | 2003/12/21 16:42 |
| - | 0 | ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and (contact adj center) | USPAT | 2003/12/21 16:41 |
| - | 3 | ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and send\$3 | USPAT | 2003/12/21 16:42 |

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|---|-------|---|---|------------------|
| - | 7 | ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and receiv\$3 | USPAT | 2003/12/21 19:18 |
| - | 1 | ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and electronic.ti. | USPAT | 2003/12/21 19:17 |
| - | 212 | receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center | USPAT | 2003/12/21 19:28 |
| - | 10557 | config\$5 and center and contact and send\$3 and receiv\$3 | USPAT | 2003/12/21 19:29 |
| - | 122 | (receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3) | USPAT | 2003/12/21 17:52 |
| - | 110 | (receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3) and predict\$3 | USPAT | 2003/12/21 17:52 |
| - | 110 | ((receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3) and predict\$3) and respon\$3 | USPAT | 2003/12/21 19:30 |
| - | 47 | telephone and facsimile and web and chat and wireless | USPAT | 2003/12/22 07:44 |
| - | 42 | (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) | USPAT | 2003/12/21 19:20 |
| - | 18 | ((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax | USPAT | 2003/12/21 19:21 |
| - | 26 | (telephone and facsimile and web and chat and wireless) and model\$3 | USPAT | 2003/12/21 18:45 |
| - | 6 | (telephone and facsimile and web and chat and wireless) and (model\$3 same engine) | USPAT | 2003/12/21 18:46 |
| - | 30 | (telephone and facsimile and web and chat and wireless) and config\$5 | USPAT | 2003/12/21 19:20 |
| - | 21 | (telephone and facsimile and web and chat and wireless) and analy\$3 | USPAT | 2003/12/21 18:47 |
| - | 1 | (telephone and facsimile and web and chat and wireless) and (knowledge same base) | USPAT | 2003/12/21 18:48 |
| - | 11 | (telephone and facsimile and web and chat and wireless) and feedback | USPAT | 2003/12/21 18:48 |
| - | 33 | (telephone and facsimile and web and chat and wireless) and contact | USPAT | 2003/12/21 18:48 |
| - | 4 | ((((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax) and (model\$3 same engine) and config\$5 and analy\$3 and feedback and contact | USPAT | 2003/12/21 19:03 |
| - | 9 | (5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn. | USPAT | 2003/12/21 19:23 |
| - | 220 | telephone and facsimile and web and chat and wireless | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 19:20 |
| - | 42 | (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) | USPAT | 2003/12/21 19:22 |
| - | 18 | ((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax | USPAT | 2003/12/21 19:22 |
| - | 206 | (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 19:22 |

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|---|-------|---|--|------------------|
| - | 96 | ((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB USPAT | 2003/12/21 19:22 |
| - | 0 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (test adj communication\$1) | USPAT | 2003/12/21 19:23 |
| - | 1 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (text adj communication\$1) | USPAT | 2003/12/21 19:33 |
| - | 1 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (text same communication\$1) | USPAT | 2003/12/21 19:24 |
| - | 8 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and text | USPAT | 2003/12/21 19:24 |
| - | 341 | receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 19:28 |
| - | 17201 | config\$5 and center and contact and send\$3 and receiv\$3 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 19:29 |
| - | 182 | (receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 19:29 |
| - | 110 | ((receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3)) and predict\$3 and respon\$3 | USPAT | 2003/12/21 19:31 |
| - | 148 | ((receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3)) and predict\$3 and respon\$3 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/21 19:31 |
| - | 3 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (natural same language) | USPAT | 2003/12/21 19:34 |
| - | 2 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and morpholog\$4 | USPAT | 2003/12/21 19:36 |
| - | 8 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and ident\$9 | USPAT | 2003/12/21 19:37 |
| - | 8 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and identify | USPAT | 2003/12/21 19:37 |
| - | 6 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and concept\$1 | USPAT | 2003/12/21 19:42 |
| - | 1 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and semantic | USPAT | 2003/12/21 19:39 |
| - | 1 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and lexical | USPAT | 2003/12/21 19:39 |
| - | 7 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and adapt\$3 | USPAT | 2003/12/21 19:42 |
| - | 1 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (adapt\$3 same knowledge same base) | USPAT | 2003/12/21 19:43 |

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|---|---|--|-------|------------------|
| - | 8 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and accura\$2 | USPAT | 2003/12/21 19:43 |
| - | 0 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (accura\$2 adj gauge) | USPAT | 2003/12/21 19:44 |
| - | 6 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and \$2active | USPAT | 2003/12/21 20:01 |
| - | 6 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and \$2active) and (((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and accura\$2) | USPAT | 2003/12/21 19:49 |
| - | 5 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and \$2active) and (((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and accura\$2)) and (((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and concept\$1) | USPAT | 2003/12/21 19:58 |
| - | 0 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and \$2active) and (((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and accura\$2)) and (((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and concept\$1)) and (\$2active same accura\$2) | USPAT | 2003/12/21 19:58 |
| - | 6 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and predict\$3 | USPAT | 2003/12/21 20:02 |
| - | 8 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and respon\$3 | USPAT | 2003/12/21 20:03 |
| - | 0 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (predict same respon\$3) | USPAT | 2003/12/21 20:04 |
| - | 6 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and voice | USPAT | 2003/12/21 20:04 |
| - | 4 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (digital same signal same process\$3) | USPAT | 2003/12/21 20:07 |
| - | 3 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and dsp | USPAT | 2003/12/21 20:05 |
| - | 0 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and acoustic\$2 | USPAT | 2003/12/21 20:13 |
| - | 6 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and sound | USPAT | 2003/12/21 20:07 |
| - | 4 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (categor\$5 same voice) | USPAT | 2003/12/21 20:28 |
| - | 8 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and text | USPAT | 2003/12/21 20:14 |
| - | 4 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and text-based | USPAT | 2003/12/21 20:14 |
| - | 6 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (real adj time) | USPAT | 2003/12/21 20:21 |
| - | 7 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and compar\$3 | USPAT | 2003/12/21 20:21 |
| - | 0 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (compar\$3 same (real adj time) same predict\$3) | USPAT | 2003/12/21 20:22 |

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| - | 0 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (compar\$3 same (real adj time)) | USPAT | 2003/12/21 20:22 |
| - | 0 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (compar\$4 same (real adj time) same predict\$3) | USPAT | 2003/12/21 20:23 |
| - | 7 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and actual | USPAT | 2003/12/21 20:27 |
| - | 1 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (actual same predict\$3) | USPAT | 2003/12/21 20:25 |
| - | 0 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (actual same predict\$3 same respon\$3) | USPAT | 2003/12/21 20:23 |
| - | 4 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (offline or off-line) | USPAT | 2003/12/21 20:24 |
| - | 1 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and metadata | USPAT | 2003/12/21 20:37 |
| - | 2 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (structured same information) | USPAT | 2003/12/21 20:30 |
| - | 6 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and learn\$3 | USPAT | 2003/12/21 20:31 |
| - | 6 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and updat\$4 | USPAT | 2003/12/21 20:31 |
| - | 8 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and modif\$3 | USPAT | 2003/12/22 16:35 |
| - | 1453 | metadata | USPAT | 2003/12/21 20:37 |
| - | 0 | metadata67 and (natural same language) | USPAT | 2003/12/21 20:37 |
| - | 125 | metadata and (natural same language) | USPAT | 2003/12/21 20:42 |
| - | 99 | (metadata and (natural same language)) and (structur\$2 same information) | USPAT | 2003/12/21 20:45 |
| - | 22 | ((metadata and (natural same language)) and (structur\$2 same information)) and (digital same signal same process\$3) | USPAT | 2003/12/21 21:02 |
| - | 0 | (5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn. and metadata | USPAT | 2003/12/21 20:49 |
| - | 7 | ((metadata and (natural same language)) and (structur\$2 same information)) and (digital same signal same process\$3)) and (offline or off-line) | USPAT | 2003/12/21 20:59 |
| - | 19 | ((metadata and (natural same language)) and (structur\$2 same information)) and (categor\$5 same voice) | USPAT | 2003/12/21 21:04 |
| - | 1 | ((metadata and (natural same language)) and (structur\$2 same information)) and telephone and facsimile and web and chat and wireless and (email or (electronic adj mail) or e-mail) and fax | USPAT | 2003/12/21 21:04 |
| - | 1 | ((metadata and (natural same language)) and (structur\$2 same information)) and telephone and facsimile and web and chat and wireless and (email or (electronic adj mail) or e-mail) | USPAT | 2003/12/21 21:05 |
| - | 1 | ((metadata and (natural same language)) and (structur\$2 same information)) and telephone and facsimile and web and chat and wireless | USPAT | 2003/12/21 21:05 |
| - | 36 | ((metadata and (natural same language)) and (structur\$2 same information)) and contact | USPAT | 2003/12/21 21:05 |
| - | 27 | ((metadata and (natural same language)) and (structur\$2 same information)) and feedback | USPAT | 2003/12/21 21:05 |
| - | 382 | telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 07:45 |

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|---|----|---|---|------------------|
| - | 10 | telephone same (facsimile or fax) same web same chat same wireless same (email or (electronic adj mail) or e-mail) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 07:46 |
| - | 9 | ((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 07:48 |
| - | 3 | ((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 07:48 |
| - | 8 | ((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) AND VOICE | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 07:48 |
| - | 3 | ((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 08:46 |
| - | 0 | ((((telephone and (facsimile or fax) and (web adj form\$1) and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 08:37 |
| - | 1 | ((((telephone and (facsimile or fax) and (web adj form\$1) and chat and wireless and (email or (electronic adj mail) or e-mail))) and (digital same signal same processor)) and voice | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 08:37 |
| - | 3 | ((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 08:47 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 08:47 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 09:56 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 09:57 |
| - | 3 | ((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:00 |

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|---|---|--|---|------------------|
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:07 |
| - | 0 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and (natural same language) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:08 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and center | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:08 |
| - | 0 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and (knowledge same base) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:09 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and (send\$3) | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:09 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and receiv\$3 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:10 |
| - | 0 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and morpholog\$4 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:10 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and identify | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:11 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and concept\$1 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:11 |

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| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:12 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:13 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:13 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:13 |
| - | 0 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and semantic\$2 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:13 |
| - | 0 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and lex\$4 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:14 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and adapt\$3 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:18 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and \$2active | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:18 |

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|---|---|--|---|------------------|
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:18 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:19 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:45 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:46 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and text-bas\$2 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:47 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and real-time | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:50 |
| - | 3 | (((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and real-time and text-bas\$2 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:50 |

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|---|---|--|---|------------------|
| - | 3 | ((((((((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1 and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and real-time and text-bas\$2) and actual | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:50 |
| - | 0 | ((((((((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1 and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and real-time and text-bas\$2) and actual same predict\$3 | USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB | 2003/12/22 10:51 |
| - | 1 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and modif\$3 and (adapt\$3 same knowledge same base) | USPAT | 2003/12/22 13:41 |
| - | 1 | US-5371807-A.DID. and center and model\$3 and engine and analy\$3 and feedback and send\$3 and receiv\$3 and (natural same language) and morpholog\$4 and identify and concept\$1 and accura\$2 and learn\$3 | USPAT | 2003/12/22 13:47 |
| - | 1 | ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and modif\$3 and (natural same language) and morpholog\$4 and identify and semantic and lexical and adapt\$3 and accura\$2 and \$2active and predict\$3 and respon\$3 and voice and real adj time and actual | USPAT | 2003/12/22 16:36 |
| - | 0 | (5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn. and (universal same data same model same format) | USPAT | 2003/12/22 18:23 |
| - | 0 | (5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn. and (universal same data same model) | USPAT | 2003/12/22 18:24 |
| - | 0 | (5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn. and (universal same data) | USPAT | 2003/12/22 18:24 |
| - | 2 | (5048100, 5226092, 5446891, 5535382, 5619709, 5692176, 5724567, 5802504, 5832465, 5855015, 5907841, 6064971, "6067535").pn. and (universal same data) | USPAT | 2003/12/22 18:25 |